

Technology and Access Task Force



Workforce Innovation and Opportunities Act (WIOA)

Summary and overview

The Technology and Access Task Force (TATF) was chartered by the WIOA Steering Committee to make recommendations on Technology and Access issues, concerns, innovations and opportunities for customers of the Workforce system in the State of Washington.

The goal of the Task Force is to make recommendations regarding technologies and access to the WIOA Steering Committee where they will review and accept, modify or edit the recommendations to forward to the Workforce Board. The Board will review these recommendations as part of their proposed WIOA development and implementation plan to be sent to the Governor for his input, approval and implementation.

The recommendations should focus on developing an accessible technology strategy for:

- Workforce customers to access all WIOA services and programs for career and employment goals,
- Attain the education and training to attain employment and access Career Pathways with continuous learning,
- Employer engagement and programs and services for employer customers ,
- WorkSource (One Stop) programs and services by reducing barriers to Workforce systems and programs.

Barriers and Task Force focus areas can include and are not limited to:

- Access to technology's tools, web based programs and services, lean and paperless environments, mobile devices and all programs and services developed and delivered by the WIOA partners.
- Examples of accessible tools or adaptive technology; can include - screen reading software, screen enlargement software, Braille display, voice recognition and other adaptive technologies that may be used by persons with disabilities in accessing all WIOA systems and programs.

- Mitigate barriers to serve the needs of all populations by addressing the challenges of the WIOA and state future technology and issue landscape, including:
 - Education and training becomes more web based,
 - Books –become paperless and text books use reading devices,
 - One Stop Centers become virtual One Stops,
 - Community and Technical Colleges -become more web-based with more on-line learning opportunities,
 - Access to services and programs move away from desk top computers to portable and mobile devices.
- Access can include ensuring that all Washington residents have broadband access throughout the State with a focus on rural and other areas where access to the internet may have substantial limitations.
- Ensure access to programs and services for English learners and other populations with language or technology skills challenges.